



ARIZONA DEPARTMENT OF PUBLIC SAFETY

PUBLIC SAFETY CALL-TAKER SELECTION PROCESS

Note: An applicant must pass each step of the process before moving on to the next step.

PHASE ONE

1. **CRITICALL EXAMINATION (weighted at 100%)**

Successful candidate must pass a computerized examination that covers map reading, analytical reasoning, proofreading, and classifying and prioritizing information. The examination process measures a candidate's ability to read, write, manipulate, remember, and follow instructions at a highly stressful rate of speed.

Applicants successfully completing the CitiCall exam will be ranked in numeric order and placed on an eligibility list. Applicants who are claiming preference points and provide the appropriate documentation (i.e., DD214, etc.) will have five (5) points added to their final passing score. Candidates will be invited to proceed to the next phase of testing in the order of their rankings. Steps four through seven will be completed if the applicant is chosen for further processing after an interview.

PHASE TWO

2. **INTERVIEW WITH HIRING MANAGER(S)**

Eligible candidates will be scheduled for an interview with the hiring managers of the Operations Communications Bureau.

3. **POLYGRAPH EXAMINATION**

Must successfully complete a polygraph examination.

4. **PREEMPLOYMENT DRUG TESTING**

Must successfully complete drug screening.

5. **BACKGROUND INVESTIGATION**

Must pass a background investigation, which includes a history of the applicant's driving, civil and criminal records, employment, and use of illegal substances.

6. **HEARING AND VISION TEST**

Must successfully complete a hearing test with no hearing loss in either ear greater than 40 decibels at 500 hertz, 1000 hertz, 2000 hertz, and 4000 hertz, with or without the use of a hearing aid.

Must successfully complete a vision test requiring visual acuity of at least 20/40 in each eye, with or without corrective lenses; near vision acuity of at least 20/40 in each eye with or without corrective lenses; peripheral field vision of at least 70 degrees in the horizontal meridian in each eye.